



DIVISION OF QUALITY ASSURANCE
 1 WEST WILSON STREET
 P O BOX 2969
 MADISON WI 53701-2969

Jim Doyle
 Governor

Kevin R. Hayden
 Secretary

State of Wisconsin

Department of Health and Family Services

Telephone: 608-266-8481
 FAX: 608-267-0352
 TTY: 608-266-7376
 www.dhfs.state.wi.us

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DQA Memo 07-007

To:	Certified Mental Health and AODA Programs Community Based Residential Facilities Facilities for the Developmentally Disabled Home Health Agencies Hospices Hospitals Licensed Adult Family Homes Nurse Aide Training Programs Nursing Homes Residential Care Apartment Complexes Rural Health Clinics	CMHA - 05 CBRF - 04 FDD - 05 HHA - 04 HSPC - 04 HOSP - 05 AFH - 04 NATP - 04 NH - 05 RCAC - 04 RHC - 04
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From: Shari Busse, Director
 Office of Caregiver Quality

cc: Otis Woods, Administrator
 Division of Quality Assurance

Wisconsin Nurse Aide Competency Testing and Registry Services Update

The purpose of this memo is to provide updated information regarding the current status of the Department of Health and Family Services' (DHFS) contract for nurse aide competency testing and registry services. This memo contains important information on the following topics:

- Testing & Registry Contract Background Information;
- 2007-2008 Contract Amendments;
- Wisconsin Nurse Aide Candidate Handbook; and
- Nurse Aide Training and Testing Resources.

Testing & Registry Contract Background Information

The Department contracts for one state-administered competency test, as allowed under federal law to ensure a neutral and objective testing process. In 2002, the Department awarded the contract for the Wisconsin's Nurse Aide Registry and Competency Testing services to Promissor, Inc. The DHFS Division of Quality Assurance, Office of Caregiver Quality (OCQ), has finalized negotiations with Promissor to amend and extend the current contract for a one-year time period from July 1, 2007, to June 30, 2008.

2007-2008 Contract Amendments

Contract Requirements	Situation Addressed
<p>1. The fee for nurse aide testing will increase to \$115.00 effective July 1, 2007.</p>	<p>Test Fee. Due to mailing and processing time, candidates who submit applications after June 8, 2007, will need to submit the new fee as they may not be scheduled prior to July 1, 2007. Candidates who cancel an exam date that was scheduled to occur prior to July 1, 2007, and reschedule a test date after July 1, 2007, will be required to pay the new fee of \$115.00.</p>
<p>2. Mail either a test admission letter or a denial letter to a nurse aide candidate within five business days of receiving the application.</p>	<p>Application Processing. Provides a consistent number of work days to complete the initial application processing. Calendar days include weekends and holidays and depending on the day of the week the application was received, it is conceivable for the subcontractor to only have two days to process some applications.</p>
<p>3. Based on test dates available at the candidate's choices for test sites, Promissor will schedule the test date at a regional test site within 15 calendar days from the date the test admission letter is generated, unless the candidate requests a later date.</p>	<p>Testing Timeline for Regional Test Sites. The ability to schedule a candidate within 15 calendar days of the date the test administration letter is generated will depend on the number of test dates available at the regional test site(s) choice(s) listed on the candidate's application.</p>
<p>4. If at least five candidates request testing at the in-facility site, Promissor shall schedule candidates to a test date within seven business days of receipt of completed applications from an in-facility test site, unless the facility's primary instructor requests a later date.</p>	<p>Testing Timeline for In-Facility Sites. Provides a consistent number of work days to complete the application processing and send test packets to the evaluator. Calendar days include weekends and holidays, and depending on the day of the week the application was received, it is conceivable for the subcontractor to only have four days to process some applications.</p>
<p>5. Notify the nurse aide of the exam results and add the successful candidate's name to the registry within ten business days of the test.</p>	<p>Clarify Test Score Notification Requirement. Provides a consistent number of work days to hand score test results when the fax back method did not function properly. Calendar days include weekends and holidays, and depending on the day of the week the application was received, it is conceivable to only have six days to score, validate, and place candidates on the Registry.</p>
<p>6. Out-of-state applications are processed by the Office of Caregiver Quality.</p>	<p>Reassign responsibility to Department. Places the responsibility with the Department to determine whether or not a nurse aide candidate coming from another state meets the requirements established by the State of Wisconsin for placement on the Wisconsin Nurse Aide Registry.</p>

Wisconsin Nurse Aide Candidate Handbook

An updated version of the Wisconsin Nurse Aide Candidate Handbook dated March 2007 is available. A small supply of handbooks will be issued to each approved nurse aide training program. Orders larger than 15 should be ordered directly from Promissor by emailing, faxing or mailing your request to them on the attached form.

The handbook is also available on Promissor's webpage at <http://www.asisvcs.com/indhome.asp?CPCAT=0750NURSE>.

Nurse Aide Training and Testing Resources

Please access the website at <http://www.dhs.wisconsin.gov/caregiver/NATD/NrsAidTrgPrgInf.HTM> for more information, including nurse aide forms, rules and regulations, and contact information. There are a variety of useful tools on the Nurse Aide website including:

- Nurse Aide Training Program & Registry Manual at <http://www.dhs.wisconsin.gov/caregiver/publications/NATDMan.htm>;
- Testing Information at <http://www.dhs.wisconsin.gov/caregiver/NATD/NrsAidTrgPrgInf.HTM#testing>; and
- Frequently Asked Questions at <http://www.dhs.wisconsin.gov/caregiver/NATD/NAcompRegisFAQs.HTM>.
- Wisconsin Caregiver Misconduct Registry <http://www.dhs.wisconsin.gov/caregiver/misconduct.HTM>.

If you have any questions, you may also contact the Office of Caregiver Quality at (608) 243-2019, or DHSCaregiverIntake@dhs.wisconsin.gov